

## **MailCheck Help**

Commands

Windows and Dialogs

Procedures

## Commands

### File Menu

- [Configure Poller](#)
- [Show Event Log](#)
- [Use Alerts Window](#)
- [Audio Alerts](#)
- [Exit](#)

### Mailbox Menu

- [New](#)
- [New Copy](#)
- [Details](#)
- [Remove](#)
- [Re-enable](#)

## Windows and Dialogs

Status Display (Main Window)

Poller Information Dialog

Mailbox Information Dialog

Advanced Polling Dialog

Custom Polling Dialog

Override Poll Schedule Dialog

Alerts Window

Event Log Window

## Procedures

[Configuring MailCheck](#)

[Adding an Echo Mailbox](#)

[Configuring an Echo Mailbox](#)

[Deleting an Echo Mailbox](#)

[Looking at an Event Log](#)

[Overriding the Polling Schedule](#)

[Resetting Mailbox Statistics](#)

## **Configure Poller**

This displays the Poller Information dialog to let you review and edit the poller configuration. You can also choose this menu option by pressing [Ctrl]-P.

### **See Also**

Commands

## Show Event Log

This allows you to look at a poller or echo program event log file. Poller event log files are named peMMDDYY.mcl and are stored in the same directory as the Poller Configuration File, mcpoll.mpc. Echo program event logs are named eeMMDDYY.mcl and are stored in different places, depending on the system type of the echo program; refer to the documentation for your specific echo program. In each case, MM is the month, DD the day, and YY the year the event log file was created.

This command displays a list of files from which you select a poller or echo program event log file to view.

Select the file name of an event log and click OK. MailCheck displays a "snapshot" of the event log file in the Event Log Window.

**See Also**  
Commands

## **Use Alerts Window**

If checked, this tells the monitor to display an Alerts Window whenever a status change occurs for a mailbox or for the poller. Un-check this menu item if you prefer not to have your current application interrupted when status changes occur.

The default is for the monitor to use the Alerts Window. MailCheck remembers the state of this menu item between sessions, so if you un-check this menu item it will be un-checked the next time you run the MailCheck Monitor.

### **See Also**

Commands

## **Audio Alerts**

If checked, this tells the monitor to beep whenever a status change occurs for a mailbox or for the poller. Un-check this menu item if you prefer silence when status changes occur.

The default is for the monitor to remain silent. MailCheck remembers the state of this menu item between sessions, so if you check this menu item it will be checked the next time you run the MailCheck Monitor.

### **See Also**

[Commands](#)



## **Exit**

This exits the MailCheck Monitor. You cannot exit the monitor if any dialogs are displayed. You can also choose this menu option by pressing [Alt]-[F4].

Note: If the monitor is not running and you have not chosen to have the poller send you e-mail alerts, then you will not be notified of mailbox status changes.

## **See Also**

[Commands](#)

## **New Mailbox**

This displays the New Mailbox Information dialog to let you add new echo mailbox definitions. The New Mailbox Information dialog is the same as the [Mailbox Information dialog](#), with entries that prompt you for the new information. You can also choose this menu option by pressing [Ins].

### **See Also**

[New Copy  
Commands](#)

## Mailbox Details

This displays the [Mailbox Information dialog](#) for the echo mailbox currently selected in the mailbox list. You can also choose this menu option by pressing [Enter].

### See Also

[Commands](#)

## **Remove Mailbox**

After requesting confirmation, this removes the echo mailbox currently selected in the mailbox list. You can also choose this menu option by pressing [Del].

### **See Also**

[Commands](#)

## **Status Display (Main Window)**

The main window of MailCheck presents summary status for the MailCheck System it consists of the following components.

### **Mailbox List**

The list of echo mailboxes shows the mailbox alias (defined in [Mailbox Information Dialog](#)) for each mailbox in alphabetical order. To the left of each mailbox alias is an icon representing the current status for that mailbox. To view detailed information about a mailbox, select the mailbox from the list using the mouse or the arrow keys and either choose Details from the Mailbox menu or double-click on the mailbox entry. MailCheck displays the Mailbox Information dialog.

### **Display Radio Buttons**

The two radio buttons at the lower right of the status display select whether to display all mailboxes in the list (All mailboxes), or just those mailboxes whose status is not "OK" (Mailboxes with alarms). When the monitor starts, it displays all mailboxes.

### **Poller Status**

The current poller status is displayed to the right of the mailbox list. Note: Because the poller and monitor need not be running on the same machine, they communicate through a shared file and there may be a delay between the time a poller stops running and when the monitor detects it.

### **See Also**





[Mailbox Status Values](#)

[Poller Status Values](#)

[Windows and Dialogs](#)

## Mailbox Status Values

The following table lists the mailbox status icons and values and their meanings. The icon appears next to the mailbox alias on the [status display](#). The text appears on the [Mailbox Information dialog](#).

Icon	Text	Description
?	Unknown	The poller has never polled this mailbox. Since the poller cycles every five minutes, this status appears for a short time when a mailbox is first created. If the status remains Unknown for more than five minutes, the poller may not be running.
OK	OK	The poller has received a response to the current poll within the mailbox time-out period.
	Tardy	The mailbox time-out period has expired before a reply to the last poll was received.
	Not-Responding	Three polls have been sent without receiving any responses.
	Disabled	The mailbox has reached the limit on unanswered outstanding poll messages.
	Not-Authorized	MailCheck has reached its configured limit of mailboxes. MailCheck will permit you to continue adding mailboxes up to 150, but the poller will not send polls to these mailboxes. Contact Baranof Software to order more mailbox authorizations.

## Poller Status Values

The following table lists the poller status values. These appear on the [status display](#) and in the [Poller Information dialog](#).

<b>Text</b>	<b>Description</b>
Not-Loaded	The poller is not loaded.
Running	The poller is running.
Poller-Tardy	<p>The poller has not completed its run within 10 minutes. This either means that the Poller is experiencing system errors, such as a permission problem or a file having been inadvertently deleted, or that your network is excessively slow.</p> <p>If this status appears for more than 30 seconds, try unloading and reloading the poller to see if reports an error.</p>
Not-Running	The poller appears to be loaded, but is not running any polling cycles. This usually indicates that the poller is not loaded. This can happen if the poller was terminated in the middle of a polling cycle (for example if the poller machine was rebooted) and could not tell the monitor that it was unloaded.
Demo-License-Expired	You are running a time-limited demonstration version of MailCheck and the time period for the demo has expired. Contact Baranof Software to order a permanent license for MailCheck.

For information on how to load or unload the poller, refer to the printed documentation, Section 5, "MailCheck Poller Programs".

## **Poller Information Dialog**

### **Poller File Path**

Displays the path where the monitor finds the poller configuration file, mcpoll.mpc. This field can only be changed by editing mailchk.ini (see see section 2.9. of the User's Manual, "MailCheck Configuration File").

### **Poller Mailbox**

Displays the name of the mailbox that the poller uses to send and receive mail. It cannot be changed by the user.

### **Send Checkboxes**

If you select Send E-Mail alerts when poller loads/unloads or Send E-mail alerts when mailbox status changes, the poller sends an e-mail message to the Admin Address (see below) when the corresponding condition is first detected.

If you select Send periodic status summary messages, the poller sends an e-mail message at the times you select (by default three times a day: Midnight, 8:00 a.m., and 4:00 p.m.) with a summary of the status of the poller and all mailboxes. If local mail is down and you are not using the monitor, the absence of a status summary message may be your only indication of a problem.

The Admin Address must be entered if any of these checkboxes is selected. These checkboxes affect only e-mail alerts. If the MailCheck Monitor is running, you see all status changes on the status display and in the Alerts Window (if enabled).

### **Edit Times Button**

This button brings up the Custom Schedule dialog to let you change the times at which the poller sends summary messages (if you have set an admin address and have selected the summary messages checkbox).

### **Admin Address**

The poller sends e-mail alert messages and status summary messages to this address. This must be a valid address for the type of poller being used. We recommend that this address be a local address to minimize the possibility that the notifications themselves are affected by a mail system problem.

### **Delete Logs Radio Buttons**

Tells the poller to keep logs indefinitely (Never Delete), or for the specified number of days (Delete logs after).

### **Current Poller Status**

Displays the current status of the poller.

### **See Also**

[Configuring MailCheck](#)  
[Poller Status Values](#)  
[Windows and Dialogs](#)





## **Mailbox Information Dialog**

### **Mailbox Address**

This is the address of an echo mailbox to which the poller sends polls. There must be an Echo program running for that mailbox. This address is mail system-specific.

### **Mailbox Alias**

This is the name of the mailbox as you want it to appear on the [status display](#). Since mailbox addresses can be hard to read, this lets you enter the name of the network, office, or person associated with the mailbox. Mailbox aliases must be unique and are limited to 40 characters. If you do not assign a mailbox alias, the first 40 characters of the mailbox address is used.

### **System Type**

This is the type of remote mail system, e.g., MHS or cc:Mail. If you are unsure, choose Unknown.

### **Poll Schedule Radio Buttons**

The poller can poll at a certain frequency (e.g., every 6 hours) or at fixed times for each day of the week. To poll at a set frequency, enter the number of hours here. You can enter whole or half hour intervals, e.g., 3 or 3.5.

To set fixed times, use the [Custom Polling Schedule dialog](#).

Set the poll interval sufficiently large that a poll response is expected to arrive before the next poll is due to be sent. Over time, you can use the Average Response Time to fine-tune the polling interval.

### **Edit Custom**

Displays the [Custom Polling Schedule dialog](#).

### **Time out after**

You can choose when the poller notifies you that a mailbox is tardy. If this period expires before the poller receives a response to the last poll, the poller declares the mailbox tardy. This field must be less than or equal to the shortest polling interval (which is the Poll Every value, or the shortest time between two polls when using a custom polling schedule). You can enter whole or half hour intervals, e.g., 3 or 3.5.

If the time-out is too short, the mailbox is declared tardy when no problem exists. You can use the Average Response Time to help you set this value: the time-out should be approximately the average response time, plus an appropriate "grace period" to allow for echoes which take a bit longer than average.

### **Next Poll Time**

This is when the poller is next expected to poll.

### **Edit Next**

This displays the [Override Poll Schedule dialog](#), which lets you override the normal poll time, either to defer it to a specified time in the future, or to force an immediate poll.

### **Mailbox Status**

This displays a summary of the [mailbox status](#).

### **Re-enable**

This button lets the user re-enable a mailbox whose status has gone to "disabled" due to too many polls outstanding (see [Advanced Polling dialog](#)). The button will be grayed (disabled) if the status of the selected mailbox is not "disabled".

### **Reset Stats**

This button resets the statistics for this mailbox. This changes the average response time to "Statistics reset requested." The request will be made when you click OK. Once the reset is requested, the poller will reset the statistics on its next cycle. Until this occurs, the average response time displays "Poller resetting statistics."

### **See Also**

[Mailbox Status Values](#)  
[Configuring an Echo Mailbox](#)  
[Windows and Dialogs](#)

## Custom Schedule Dialog

This dialog is used to set custom schedules for mailbox polls or for summary status messages to the administrator.

### Schedule for

The custom schedules are set separately for each day of the week. For example, you can poll (or receive summary messages) more often on weekdays than on weekends. Choose the day of the week for which you want to set the poll times.

### AM and PM

These timelines allow you to set the poll (or summary message) times (by half hour increments) for the selected day of the week. Selected times are indicated with a small mark on the timeline. Click on a time to turn it on or off. You can select no more than 12 times on any one day. Note: The hours on the timeline are numbered according to your selection (12-hour or 24-hour time format) for Windows.

### Clear Button

This button clears all the times you have marked for the current day (after getting confirmation).

### Copy Button

This button allows you to replace the times selected for the current day with those from another day. For example, you can set up your schedule for Monday, then go to each of the other weekdays and copy the schedule from Monday. In this way you can easily set up a schedule for all the weekdays.

*Changes you make in this dialog do not take effect until you click OK on the Mailbox Information Dialog. If you click Cancel on the Mailbox dialog, changes in this dialog are discarded.*

### See Also

[Mailbox Information Dialog](#)  
[Configuring an Echo Mailbox](#)  
[Poller Information Dialog](#)  
[Configuring MailCheck](#)  
[Windows and Dialogs](#)

## **Override Poll Schedule Dialog**

### **Use normal polling schedule**

This resets the polling schedule to normal and removes any override.

### **Poll immediately**

This tells the poller to poll immediately.

### **Poll next at**

You can set the date and time for the next poll, after which the normal polling schedule is in effect.

For example, defer polling when you know a system will not be responding to polls for some period of time (because the system is down for maintenance, or the echo program has not yet been installed).

### **Date controls**

If you choose Poll next at, these let you set the time and date for the next poll. You see AM and PM radio buttons if you have selected 12-hour time format for Windows.

*Any changes you make in this dialog do not take effect until you click OK on the Mailbox Information dialog. If you click Cancel on the Mailbox Information dialog, changes in this dialog are discarded.*

### **See Also**

[Mailbox Information Dialog](#)  
[Overriding the Poll Schedule](#)  
[Windows and Dialogs](#)

## **Alerts Window**

If you choose Use Alerts Window on the File menu, MailCheck displays the Alerts Window whenever a status change occurs for a mailbox or the poller. It appears over any Windows application, including a DOS session (in Windows Enhanced Mode only). The Alerts Window displays the status change that triggered it. As long as it is displayed, additional status changes are added to the list in the window. The 20 most recent events are displayed.

Click on OK to close the Alerts Window

### **See Also**

[Configuring MailCheck  
Windows and Dialogs](#)

## **Event Log Window**

This window allows you to look at a poller or echo program event log file. You can edit the text in this window, and text can be selected and copied from this window into other applications, but changes cannot be saved.

The Event Log Viewer is limited to 15K characters. If the event log file is larger than this, only the last 15K is displayed (the most recent events). For more information about the contents of event logs, see section 4.1. of the User's Manual, "Event Logs".

In the Event Log Viewer you can use these commands:

### **Refresh!**

Displays a new "snapshot" of the event log file, discarding any edits you have made. Positions the cursor at the end of the file.

### **Search**

Find and Find Next look for particular events in the log.

### **Close**

Closes the text viewer window, discarding any edits you have made.

### **See Also**

[Looking at an Event Log  
Windows and Dialogs](#)

## Configuring MailCheck

To configure the MailCheck Monitor and poller for your system:

1. Choose Configure Poller from the File menu. You see the Poller Information dialog. For details about each item on the dialog, see [Poller Information Dialog](#).
2. Indicate whether you want to receive alerts by e-mail if there is a problem, which status changes you want to trigger an alert, and whether you want periodic summaries. If you want summaries, you may set the times you want them to be sent.
3. The MailCheck Poller keeps a detailed log of what it does, starting a new log each day. Since these logs use up disk space, the poller can delete old ones automatically. Indicate how long to keep the log files.
4. Click OK. The new settings are stored in the poller configuration file.
5. MailCheck displays an [Alerts Window](#) whenever a status change occurs, popping up over any Windows application. If you do not want alert boxes to appear, uncheck the [Use Alerts Window](#) menu item on the File menu.
6. MailCheck is normally silent when a status change occurs. If you want MailCheck to beep when a status change occurs, check the [Audio Alerts](#) menu item on the File menu.

**See Also**  
[Procedures](#)



## Adding an Echo Mailbox

To add a new MailCheck echo program:

1. Make sure that the MailCheck echo program has been installed on the mail network, and find out its e-mail address.
2. Choose New or New Copy from the Mailbox menu. You see the New Mailbox Information dialog. This is the same as the Mailbox Information dialog, with defaults entered for a new mailbox. For details on every item on this dialog, see Mailbox Information Dialog.
3. Enter the Mailbox Address exactly as you enter it when sending e-mail.
4. For Mailbox Alias, enter the name of the mail system the mailbox is on, as you would like it to appear on the MailCheck Monitor's status display. If you leave this blank, the Mailbox Address appears on the status display.
5. Indicate how often to send a poll and how long to wait before timing out.
6. To allow you to test the poller and echo program, MailCheck will send out the first poll immediately, unless you specify custom polling or set the next poll time to some future time.
7. Click OK. The next time the poller cycles (every 5 minutes by default), it will send a poll to the new mailbox.
8. Confirm that the new mailbox appears correctly on the MailCheck Monitor status display.
9. Allow enough time for the poll to be sent and reach the echo mailbox, for the echo software to send a response, for the response to arrive, and for the MailCheck poller to register the response. Look on the MailCheck Monitor status display to confirm that the status is OK and that an echo has been received.

### See Also

Procedures

## Configuring an Echo Mailbox

To update the configuration of an echo mailbox:

1. Select the mailbox from the [status display](#).
2. Choose Details from the Mailbox menu. You see the Mailbox Information dialog. For details on every item on this dialog, see [Mailbox Information Dialog](#).
3. If MailCheck consistently reports that the mailbox is tardy when there is actually no problem, increase the Time out after number (in hours). Enter the number of hours, adding ".5" after the number for half an hour. The Poll every number must be greater than the time-out amount so only one poll will be outstanding at a time for each echo mailbox.
4. If you want MailCheck to send polls on a schedule that varies according to the time of day or day of the week, create a custom schedule for the mailbox. Choose Edit Custom. You see the [Custom Schedule dialog](#).
5. For each day of the week, choose the day from the pull-down menu. Then enter the times at which you want polls sent, by clicking on the AM Polls and PM Polls timelines. Poll times appear as dots on the timelines.
6. Click OK to leave the Custom Schedule dialog.
7. To change the time the next poll will be sent, you can override the regular poll schedule (see [Overriding the Usual Polling Schedule](#)).
8. Click OK to leave the Mailbox Information dialog and save your changes. Note: Your changes take effect only after you click OK to leave the Mailbox Information dialog. If you click Cancel to leave the Mailbox Information dialog, your changes are discarded.

You can reconfigure a mailbox as often as needed.

### See Also

[Advanced Polling Dialog Procedures](#)

## Deleting an Echo Mailbox

To delete an existing echo mailbox:

1. On the MailCheck Monitor status display, select the mailbox to remove.
2. Choose Remove from the Mailbox menu.
3. The MailCheck Monitor asks for confirmation that you want to delete this mailbox. Click OK.
4. Confirm that the mailbox no longer appears on the MailCheck Monitor status display.
5. The MailCheck poller will no longer send any polls to the MailCheck Echo program associated with the echo mailbox. You can stop running the echo program on the remote mail system (unless it is servicing other pollers).

If you want to stop polling an echo mailbox temporarily, you do not have to delete it. Instead, tell MailCheck to poll it at some time in the distant future.

**See Also**  
[Procedures](#)

## Looking at an Event Log

MailCheck pollers automatically create event log files named peMMDDYY.mcl, where MM is the month, DD the day, and YY the year the event log file was created. To look at a poller event log:

1. Choose Show Event Log from the File menu.
2. You see a list of the poller event logs stored in the same directory as the poller configuration file. Choose the event log to view.
3. Click OK
4. MailCheck displays the event log in an Event Log Window. You can edit the log but you cannot save your edits. You can copy text to other Windows applications using the clipboard.
5. When you are done, click Close.

For information about the contents of event logs, see section 4.1. of the User's Manual, "Event Logs".

**See Also**  
[Procedures](#)

## Resetting Mailbox Statistics

To reset the average round trip time statistics for a mailbox:

1. Select the echo mailbox on the MailCheck Monitor status display.
2. Choose Details from the Mailbox menu. You see the Mailbox Information dialog.
3. Click Reset Stats.
4. Confirm that you wish to reset the statistics for this mailbox by clicking on OK in response to the message box. You return to the Mailbox Information dialog; the average response time will now display "Statistics reset requested."
5. Click OK to exit from the dialog, saving the reset request. If you click Cancel to exit from the Mailbox Information dialog, the reset will not be requested.
6. Once the reset is requested, the poller will reset the statistics on its next cycle. Until this occurs, the average response time displays "Poller resetting statistics."

### See Also

Procedures

## Overriding the Poll Schedule

If you need to, you can override the usual polling schedule for a mailbox:

1. Select the echo mailbox on the MailCheck Monitor status display.
2. Choose Details from the Mailbox menu. You see the Mailbox Information dialog.
3. Click Edit Next to display the Override Poll Schedule dialog.
4. To send a poll immediately, click Poll immediately. Do this if you want to know if mail can be sent and received now. For example, if you have just discarded the mail queues for the mail system, send a poll immediately to make sure that mail works. After the immediate poll has been sent, polling continues on its regular schedule.
5. To send a poll at a specified time, click Poll next at, and enter the date and time to send the poll. (If you enter a time in the past, MailCheck ignores it.) Do this if you know that a mail system will be inaccessible for some time.
6. Click OK. You see a dialog warning you that changes made to the Override Poll Schedule dialog don't take effect unless you click OK on the Mailbox Information dialog.
7. Click OK to dismiss this dialog. You return to the Mailbox Information dialog.
8. Click OK to exit from the dialog, saving the override information. If you click Cancel to exit from the Mailbox Information dialog, override information is lost.

To return to the usual polling schedule, click Use normal polling schedule on the Override Poll Schedule dialog.

**See Also**  
Procedures

## **Advanced Polling Dialog**

### **System Type**

This sets the system type of the remote mailbox. This field can be set on this dialog or the [Mailbox Information dialog](#).

### **Polling Type**

Polling type allows the user to select normal polling, where an echo mailbox is available, or Returned Poll, where no echo program is running. When the Returned Poll type is selected, the mail system is responsible for returning the poll message to the poller. In some mail systems, sending a poll to an invalid mailbox address on a valid post office will accomplish this effect. Another possibility is to set up the mailbox with auto-forwarding back to the poller.

*The level of confidence provided by this polling style is not as great as that provided by "real" echo service, as an intermediate system might return the poll as a non-delivery notification, and this response could "fool" the poller into believing that the connection was functional. You should be very careful when using this feature, as it is very easy to configure your system in such a way that it convinces you that a system is responding when, in fact, the poll has never left the local system! Baranof Software strongly recommends that you use "Normal" polling (i.e. real echos) wherever possible.*

### **Outstanding Poll Limit**

Outstanding poll limit allows the user to specify how many polls can be sent without receiving an answer. The user can select Unlimited, or select a number of polls  $3 \leq N \leq 10$  after which the poller will give up sending and set the mailbox state to "Disabled". If the user re-enables a disabled mailbox another N polls can be submitted before the mailbox is again disabled.

### **See Also**

[Mailbox Information Dialog  
Windows and Dialogs](#)

## **Re-enable**

This command lets the user re-enable a mailbox whose status has gone to "disabled" due to too many polls outstanding (see [Advanced Polling dialog](#)). The button will be grayed (disabled) if the status of the selected mailbox is not "disabled".

If you are currently examining a mailbox (i.e. has a Mailbox Information dialog open for it), the Re-enable command is not permitted. This is to ensure that the state of the mailbox is well-defined before re-enabling it.

**See Also**  
[Commands](#)



## **New Copy**

If the user selects New Copy, a new mailbox dialog is brought up with all items filled in from the mailbox selected in the list box, but with the Mailbox Alias field blanked out. This lets the user easily create a number of mailboxes with similar configurations.

If the user is currently examining a mailbox (i.e. has a [Mailbox Information dialog](#) open for it), the New Copy command is not permitted. This is to ensure that the state of the mailbox is well-defined before making a copy of it.

### **See Also**

[New Mailbox  
Commands](#)